



US00RE46438E

(19) **United States**
(12) **Reissued Patent**
Hanhan

(10) **Patent Number:** **US RE46,438 E**
(45) **Date of Reissued Patent:** **Jun. 13, 2017**

(54) **METHOD AND APPARATUS FOR
DATA-LINKING A MOBILE KNOWLEDGE
WORKER TO HOME
COMMUNICATION-CENTER
INFRASTRUCTURE**

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(71) Applicant: **Genesys Telecommunications
Laboratories, Inc.**, Daly City, CA (US)

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(72) Inventor: **Musa Hanhan**, Burlingame, CA (US)

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(73) Assignee: **GENESYS
TELECOMMUNICATIONS
LABORATORIES, INC.**, Daly City,
CA (US)

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(21) Appl. No.: **14/571,216**

(22) Filed: **Dec. 15, 2014**

Related U.S. Patent Documents

Reissue of:

(64) Patent No.: **7,496,640**
Issued: **Feb. 24, 2009**
Appl. No.: **10/806,725**
Filed: **Mar. 22, 2004**

U.S. Applications:

(63) Continuation of application No. 09/405,335, filed on
Sep. 24, 1999, now Pat. No. 6,711,611.

(51) **Int. Cl.**
H04L 29/06 (2006.01)
G06Q 10/06 (2012.01)

(52) **U.S. Cl.**
CPC **H04L 29/06** (2013.01); **G06Q 10/06**
(2013.01)

(58) **Field of Classification Search**
CPC **G06Q 10/06**; **H04L 29/06**
(Continued)

Primary Examiner — Fred Ferris, III

(74) *Attorney, Agent, or Firm* — Lewis Roca Rothgerber
Christie LLP

(57) **ABSTRACT**

A proxy system enables a worker remote from a communication center and limited to a light computer device unable to operate as a workstation at the communication center to operate with full access to data and software at the communication center. A proxy server, which may be a LAN-connected server at the communication center, has a two-way data link to the light computer device operated by the remote agent, and executes software which ascertains the hardware and software characteristics of the light device. The proxy server accesses communication center data at direction from the light device, operates communication center software tools, and provides results to the light device over the communication link in a form usable by the light device.

14 Claims, 2 Drawing Sheets

